R.J.Reynolds Tobacco Company 03/01/95 CRIS Case Summary

Case 2016128 Last Edit Date: 02/28/95

Acc# :
Name : Ms. Angela Longhi
Address: 6 Bremond St
Belleville, NJ 07109

Home Ph: 201-751-0837
Work Ph: - -

Date Occurred: 00:00
Date Received: 02/28/95 15:40
Date Closed : 02/28/95 15:43

When Referred :
Referral Resp Due :
Referral Resp Recd :

Letter Code:

Check Amount : $ 0.00
Coupon Amount: $ 0.00

Controllable : N

D.O.B. : 02/26/44
Age : 51

DM	T&D	REP
1224		
1225		
1226		
1229		
1230	V	07
PTC	SAM	
ROM	PA	SC
RM	PC	MC
1240	1242	SAM

Initial Representative : L. C. Prevette
Last Representative : L. C. Prevette
Method of Contact : call
Type of Contact : Complaint
Type of Customer : RJR Smoker
Product Brands : Winston Select
Promotions : No Entry
Reason for Contact : Can't find/hard to find brand
Priority : No Entry
Action Taken : resolved referred no further crd followup
Referred To : Division Manager
Store Type/Class of Trade : No Entry
Root Cause : No Entry
Source of Contact : No Entry
Survey : Yes
Satisfaction Tracking System : L. C. Prevette
Promo Type : No Entry
Contact by Family : Winston
Fulfillment House : No Entry
Plant : Tobaccoville
Sales Divisions : 1230 - Newark

Other cases: 1829706 2016137

Type: C Representative: L. C. Prevette
In Date: 02/28/95 15:42 Due Date: 00:00 Done Date: 00:00
Doc: Who:
CONSUMER HAS HAD PROBLEM FINDING THE WINSTON SELECT CIGTS. IN HER AREA - ESPECIALLY THE B1G1F DEALS - ADVISED PROMOS ARE PLACED IN CERTAIN AREAS AT CERTAIN TIMES BUT WOULD ALERT SALES OFFICE

51849 9890

Source: https://www.industrydocuments.ucsf.edu/docs/qxdy0000